

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH  
SERVICE PLANNING AREA 5**

**QUALITY IMPROVEMENT COMMITTEE  
July 10, 2012**

**AGENDA**

- |   |                |
|---|----------------|
| I. Welcome and Introductions  | Monika/Jessica |
| II. Review of Minutes   | All            |
| III. Program Announcements  | All            |
| • SA5 Agency Coordination Trouble Shooter   |                |
| IV. DMH Updates   | Karen Williams |
| V. Quality Assurance  | Monika/Jessica |
| • 104.08 Clinical Records Guidelines  |                |
| • 104.09 Clinical Documentation Guidelines  |                |
| • PEI Claiming Guidelines   |                |
| • Countywide QA Minutes, March 12, 2012   |                |
| VI. Quality Improvement   |                |
| • Consumer Perception Survey Training   | Timothy Beyer  |
| • E-Mail Notification Letter from April 26, 2012,<br>May 2012 Consumer Perception Survey Postponed;<br>New Survey Period August 20-24, 2012             |                |
| • DMH Information Notice No.: 12-03: Clarification and<br>Modification To The Department Of Mental Health<br>Consumer Perception Survey Data Collection |                |
| • Request To Change Provider Report, 3 <sup>rd</sup> Quarter<br>Data for FY 2011-2012 For SA 5  | Monika/Jessica |
| • Change of Provider Reports, Countywide Data,<br>FY 08-09 & FY 09-10 Statistics  |                |
| • Test Calls Project, 2012 – SA 5 Test Call Schedule:<br>July 29 – August 4, 2012   |                |
| • Countywide QI Minutes, April 9, 2012 and May 14, 2012   |                |
| • Trouble Shooter Roster SA2  |                |

VII. Cultural Competency

Monika/Jessica

- Workgroups – Review and Amendments to Policy No. 202.21, Language Interpreters, and Policy No. 602.01, Bilingual Bonus;
- Cultural Competency Committee (CCC) Minutes, March 8, 2012, April 11, 2012

VIII. Office of the Medical Director

Monika/Jessica

- DMH Pharmacy Bulletin, April 30, 2012
- 2.10 Parameters for Psychiatric Consultation

IX. Next QIC Meeting

Monika/Jessica

**Please Note Change In Location:**

**The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, September 11, 2012 from 9:00AM – 11:00AM at the West Los Angeles SA5 Administrative Office, 11303 W. Washington Blvd., Suite 200, Large Conference Room.**

**Free underground parking is available on site. Please enter the parking garage from Sawtelle Blvd. and take the elevator up to the 2<sup>nd</sup> floor.**

# **LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH** **SA 5 Quality Improvement Committee**

## **Minutes**

<b>Type of Meeting</b>	<b>Quality Improvement Committee</b>		<b>Date</b>	July 10, 2012
<b>Place</b>	Didi Hirsch CMHC 4760 S. Sepulveda Blvd., Culver City		<b>Start Time</b>	9:00 AM
<b>Chairperson</b>	Monika Johnson; Co-Chair Jessica Wilkins		<b>Adjournment</b>	11:00AM
<b>Members Present</b>	Jessica Wilkins, Alcott Center; Trevor Powell, Alcott Center; Rebecca Roberts, Didi Hirsch; Karen Williams, DMH; Monika Johnson, DMH; Marie Drinan, DMH; Vandana Joshi, DMH; Timothy Beyer, DMH; Marc Borkheim, DMH; Audra Casabella, DMH; Nilsa Gallardo, Edelman - Adult; Patrice Grant, Edelman – Child; Bonnie McRae, Edelman – Child; Ella Brown, Edelman – Child; Eloisa Ramos Robles, Exceptional Children's Foundation; Lipton Ellner, Homes For Life Foundation; Michi Okano, Pacific Asian Counseling Services; Martha Andreani, St. John's CFDC; Brooke Mathews, St. Joseph Center; Kim Farnham, The Help Group; Melissa Fernandez, The Help Group; Brenda Pitchford, UCLA Ties for Adoption; Cheryl Carrington, Vista Del Mar; Keith Miller, WCIL; Kathy Osburn, WISE & Healthy Aging.			
<b>Excused Members</b>	Kristi Rangel, Alcott Center; Linnea Shapiro Fuchs, Exceptional Children's Foundation; Anahita Saadatfard, Homes for Life Foundation; Stephanie Yamada, Pacific Asian Counseling Services; Sharon Greene, St. John's CFDC; Nick Maiorino, St. Joseph's Center; Dorothy Berndt, St. Joseph Center; Julie Connella, St. Joseph Center; Barbara Bloom, Step Up on Second; Paisha Allmendinger, UCLA Ties for Adoption; Susan Edelstein, UCLA Ties for Adoption; Melody Levian, WISE & Healthy Aging; Jennifer Levine, WISE & Healthy Aging.			
<b>Absent Members</b>	Thang Nguyen, DMH; Kathy Shoemaker, Exodus Recovery; LeeAnn Skorohod, Exodus Recovery; David Kneip, Exodus Recovery; Nicole Salazare, Exodus Recovery; Susan Strom, OPCC; Desiree Gonzalez, OPCC; Yvette Willock, Pacific Clinics; Eily Baidoo, Step Up on Second.			
<b>Agenda Item &amp; Presenter</b>	<b>Findings and Discussion</b>		<b>Decisions/ and Recommendations Actions/Scheduled Task</b>	<b>Person Responsible/Due Date</b>
<b>Call to Order &amp; Introductions</b>	The meeting was called to order at 9:00 a.m.		Introductions were made	Monika Johnson QIC Membership

**QIC Meeting**

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<b>Agenda Item and Presenter</b>	<b>Findings and Discussion</b>	<b>Decisions/ and Recommendations Actions/Scheduled Task</b>	<b>Person Responsible/ Due Date</b>
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<b>Review of Minutes and Handouts</b>	Minutes were reviewed and approved with the requested corrections for May, 2012.	Final approved Minutes for March, 2012 were distributed.	QIC Membership
<b>DMH Updates</b>	<p>The Trouble Shooter Roster was updated.</p> <ul style="list-style-type: none"><li>• <b>DMH Budget</b> Regarding the DMH Budget for FY 2012/13, Karen informed the membership that the new budget looks fine and that at this time there are no significant budget issues to report.</li><li>• <b>CAEQRO</b> Karen reported that she reviewed the draft version of the EQRO Report and that she wanted to take this opportunity to express her appreciation for everyone involved during the EQRO site visit either in meetings at the WLA administrative office or in meetings and groups at provider sites for lending their support to the CAEQRO site reviewers.</li></ul>		<p>Monika Johnson</p> <p>Karen Williams</p>

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Quality Improvement	<ul style="list-style-type: none"><li>Performance Outcomes Consumer Perception Survey Training</li></ul>	Copies of the Power Point Presentation were distributed.	Providers
	<p>Timothy Beyer conducted a power point presentation regarding the purpose of the data collection, the survey instruments, age categories, time frames for implementation and submission.</p> <p>Martie Drinan, District Chief, Program Support Bureau and Vandana Joshi, Program Head, Program Support Bureau were available for answering questions.</p> <p>Timothy Beyer asked providers for their specific count of surveys needed and asked Monika to forward this information to the PSB. According to Timothy Beyer, this will assure that providers will receive the requested surveys w/ pre-printed agency information.</p>	<p>Copies of the e-mail Notification Letter from April, 2012 and the DMH Information Notice No. 12-03 were also distributed.</p> <p>Monika agreed to collect information from the agencies regarding the needed number of surveys, age categories and languages,</p>	

**QIC Meeting**

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<p><b>Quality Improvement</b></p>	<ul style="list-style-type: none"> <li>Request To Change Provider Report, 3<sup>rd</sup> Quarter Data for FY 2011-2012 For SA 5</li> </ul> <p>Monika and Jessica asked Providers to review the data and fax outstanding reports to Ted Wilson.</p> <p>Some Providers stated that they had faxed the information several times but the report is still not reflecting their data.</p> <p>Monika stated that only reports received by 4/24/12 would be listed on the report.</p> <p>Jessica asked providers whose data is not being reflected to verify if they have the correct contact information for Ted Wilson and to follow up w/ a phone call after they faxed the information to ensure that he receives it.</p> <ul style="list-style-type: none"> <li>Trouble Shooter Roster, SA 2</li> </ul> <p>Per request by SA2, Monika and Jessica asked Providers to not post this roster online. The information should just be shared between SA QA liaisons regarding SFPF issues and/or various other QA issues.</p>	<p>Copies of the Request to Change Provider Report for SA5 were distributed. Copies of Change of Provider Reports, Countywide Data, FY 08-09 &amp; FY 09-10 Statistics were also distributed.</p> <p>Providers agreed to verify the accurateness of the contact information and then follow up with the Patient Right's Office.</p> <p>Copies of the Trouble Shooter Roster were distributed.</p>	<p>Providers</p> <p>Providers</p>

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Quality Improvement	<ul style="list-style-type: none"> <li>Quality Improvement Work Plan Evaluation Report for Calendar Year 2011 and Quality Improvement Work Plan for Calendar Year 2012. The group discussed whether the DRAFT 2012 Work Plan passed out at the last SA5 QIC meeting was finalized, or if there had been any changes.</li> <li>Test Calls Project, 2012 – SA 5 Test Call Schedule: July 29-August 4, 2012</li> </ul> <p>Monika and Tim Beyer asked SA5 Providers to participate in the Test Calls Project. In referring to the handout, it was explained that volunteers are needed to place 5 calls in English and 5 calls in a non-English language during the period of July 20 to August 4, 2012. It was further explained that the calls should occur after hours and/or on the weekend.</p> <p>Monika and Jessica thanked agencies who volunteered and encouraged others to participate in the Project.</p>	<p>The Draft that was distributed was finalized with no changes. Monika sent the e-mail link to the Providers once the final report was posted on the DMH website.</p> <p>Copies of the handouts for the Test Calls Project, 2012 were distributed.</p> <p>Several agencies volunteered to place some of these calls.</p> <p>Monika will follow up w/ e-mail reminders regarding the recruitment of additional volunteers.</p>	<p>Providers</p> <p>Providers and Monika</p>
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<p><b>Quality Improvement</b></p>	<ul style="list-style-type: none"> <li>• <b>Service Area Outcome Data Workgroups</b></li> </ul> <p>Karen and Monika informed QIC Members that the Department will be creating service area based groups comprised of contract providers and DMH administrative staff. The groups will be funded through PEI Training, Technical Assistance, and Capacity Building funds.</p> <p>The overall goal of the groups is for providers to review service area outcome data for the purposes of improving service quality and for developing strategies to make decisions based on outcome data.</p> <p>Some of the more specific goals of the workgroups include:</p> <ul style="list-style-type: none"> <li>➤ Develop strategies to review outcome data across PEI, FSP, FCCS and Innovation programs and to use the analysis to help inform SA level decision –making</li> <li>➤ Provide a forum for SA providers to learn from each other in terms of practices that improve data quality and improve the use of data to make systems as well as clinical decisions within a SA</li> </ul>		

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<p><b>Quality Improvement</b></p>	<p>➤ Use appropriate data and analytic techniques to inform planning and resource allocations</p> <p>Karen informed Providers that she will bring various relevant SA5 data reports to the next QIC meeting. These reports are meant to assist interested members in determining how the data can be utilized in these various groups.</p>	<p>Monika encouraged QIC Members to bring this information back to their agencies. In the next SA5 QIC, QIC Members will report which of the agencies will participate and who will attend these groups</p>	<p>Karen Williams</p> <p>Providers</p>

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<b>Cultural Competency</b>  <b>Office of the Medical Director</b>	<ul style="list-style-type: none"> <li>• Policy No. 202.21, Language Interpreters and Policy No. 602.01, Bilingual Bonus</li> </ul> <p>Monika and Jessica reported that both policies were in the process of revision and were recently submitted for review and finalization to the Compliance Bureau. Revisions included changes regarding more immediate access to bilingual staff for interpreting services at various provider sites.</p> <ul style="list-style-type: none"> <li>• DMH Pharmacy Bulletin, April 30, 2012</li> <li>• 2.10 Parameters for Psychiatric Consultation</li> </ul> <p>Monika and Jessica briefly reviewed the Pharmacy Bulletin w/ Providers and referred them to the two questions and answers regarding medication management, medical necessity, and documentation on the AAU.</p>	<p>Cultural Competency Committee (CCC) Minutes from March, April, and May 2012 were distributed. Monika also informed Providers that the Minutes are posted on the DMH website</p> <p>Copies of the Pharmacy Bulletin and the Parameters were distributed</p>	<p>Providers</p>

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Quality Assurance	<ul style="list-style-type: none"><li>• 104.08 Clinical Records Guidelines</li><li>• 104.09 Clinical Documentation Guidelines</li></ul> <p>Jessica and Monika informed Members that both policies are under review and ready for signature at the Compliance Office.</p> <ul style="list-style-type: none"><li>• PEI Claiming Guidelines</li></ul> <p>Jessica and Monika reported that according to the QA Division, the PEI Claiming Guidelines will be posted online within the next two weeks.</p>	<p>Jessica and Monika will distribute the policies once they become available.</p> <p>Jessica and Monika encouraged Members to check the DMH website</p>	<p>Jessica Monika</p> <p>Providers</p>

QIC Meeting


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Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Next Meeting	The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, September 11, 2012 at DMH – West LA SAS Administrative Offices, 11303 W. Washington Blvd., Suite 200 in Los Angeles from 9:00AM – 11:00AM.	N/A	N/A

Respectfully Submitted,

  
Monika Johnson, Psy.D.

  
Jessica Wilkins, MFT